

Java Installation:

Avatar will not successfully run, or will run with errors if Java is either not installed, or if the incorrect version of Java is installed. **It should be noted that in almost all cases, users must have administrative permissions on the computer to successfully install java.** A supported version of Java can be found on the Avatar website on the Support tab:

Go to <http://www.dhs.saccounty.net/BHS/Avatar/Pages/Avatar.aspx>

Department of Health Services > Behavioral Health Services > Avatar

Avatar

Avatar is the treatment tracking system for Sacramento County's Mental Health and Alcohol and Drug Divisions. The Avatar application is accessible over the internet.

Avatar incorporates Sacramento Health Information Exchange (SachIE) as the implementation of a new, secure and certified, interoperable electronic health record system that includes electronic prescribing, laboratory ordering and results delivery, treatment and assessment plan automation, and connectivity to a personal health record.


These technologies will support the services outlined in the CSS plan through better data sharing and client and family member access to services.

The phases of the project are intended to enable secure data sharing to improve the quality of care through the use of technology such as medication reconciliation tools to prevent medication errors, the use of lab ordering and results delivery to improve the time for diagnosis and treatment and electronic sharing of treatment plans with clients and family and other caregivers.

[SachIE Roadmap](#)
[SachIE Timeline](#)
[SachIE Questions](#)
[SachIE Action Items](#)
[Meaningful Use](#)
[2009 Provider Responses](#)

Support

[Meetings](#)
[Claiming](#)



> **The Avatar Team**

- > Email Us
- > Call Us: 916-876-5806
- > Fax Us: 916-876-6633
- > Find Us (Map)

> **User Accounts/Training**

- > Password Request Form
- > Account Management Policy
- > Avatar Training

> **Links**

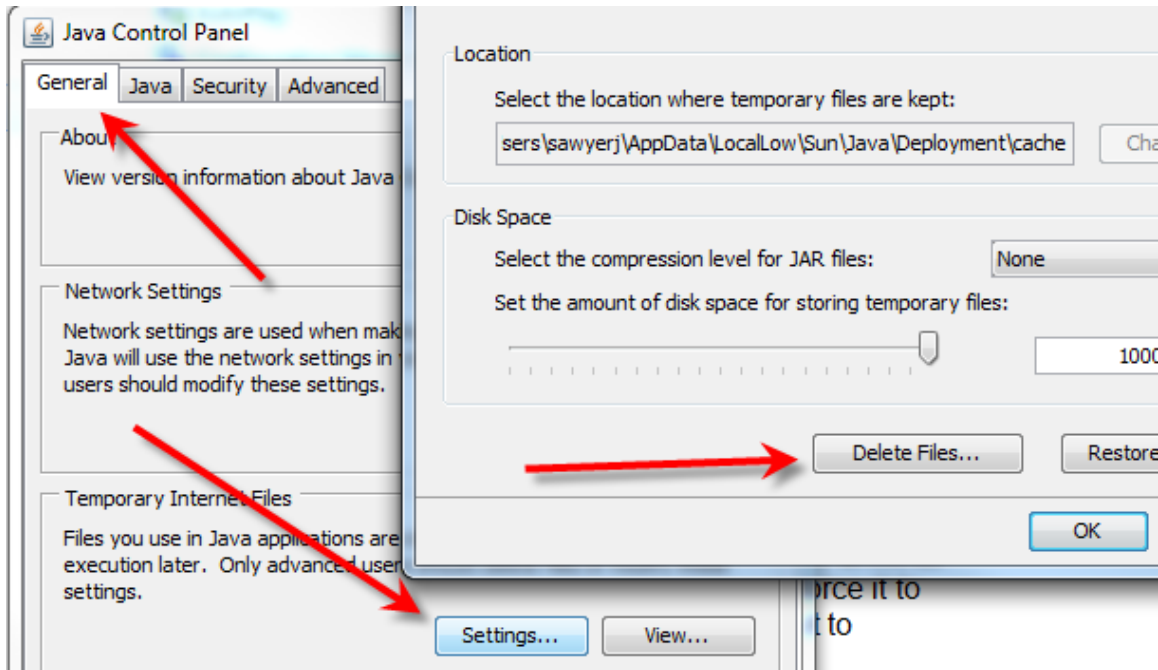
- > Frequently Asked Questions (MH)
- > Frequently Asked Questions (ADS)
- > CATS-Avatar Document 3 (MH)
- > Non Face-to-Face Examples
- > Drug Medi-Cal Billing (ADS)
- > Open Charge Deletion Requests (ADS)

Java 8 update 131 is the current recommended version

The 32 bit version should be used even on 64 bit machines

Java Errors:

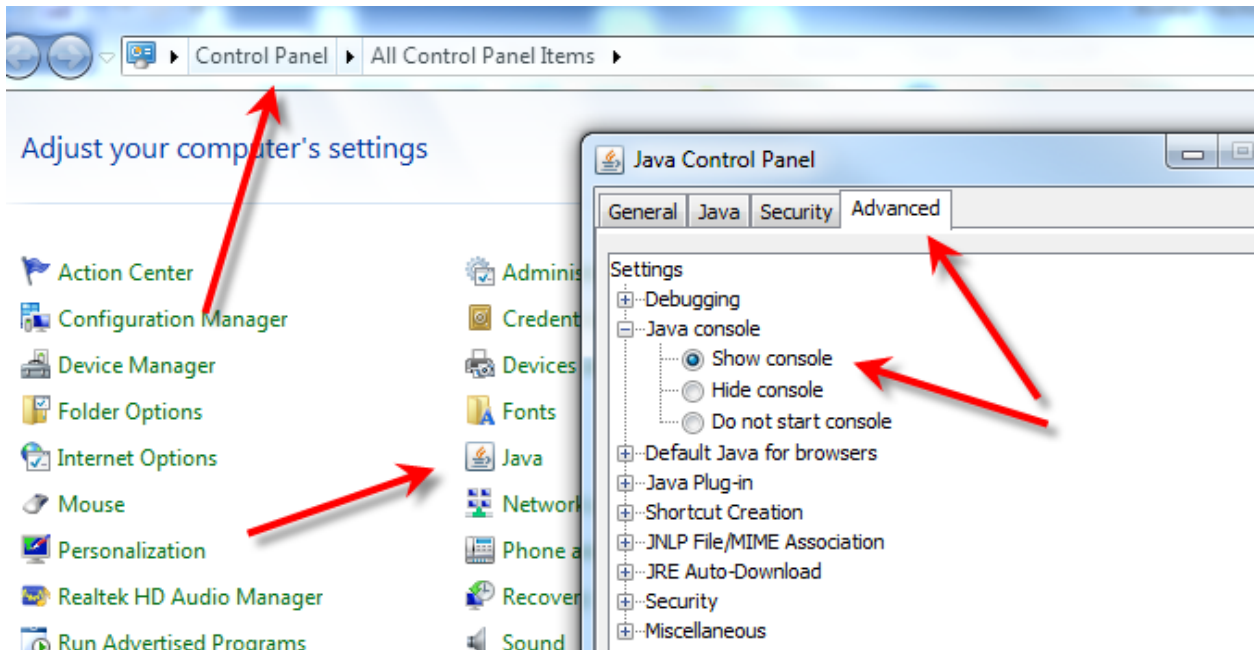
Java stores files locally on each computer and these local files sometimes can become corrupted. If you have confirmed that you have the correct version of Java installed and want to clear these files, go to the Java Control Panel (Start > Control Panel > Java) and Delete the Temporary Internet Files. After doing this, Java will re-download components for Avatar the first time you re-launch it from a browser.



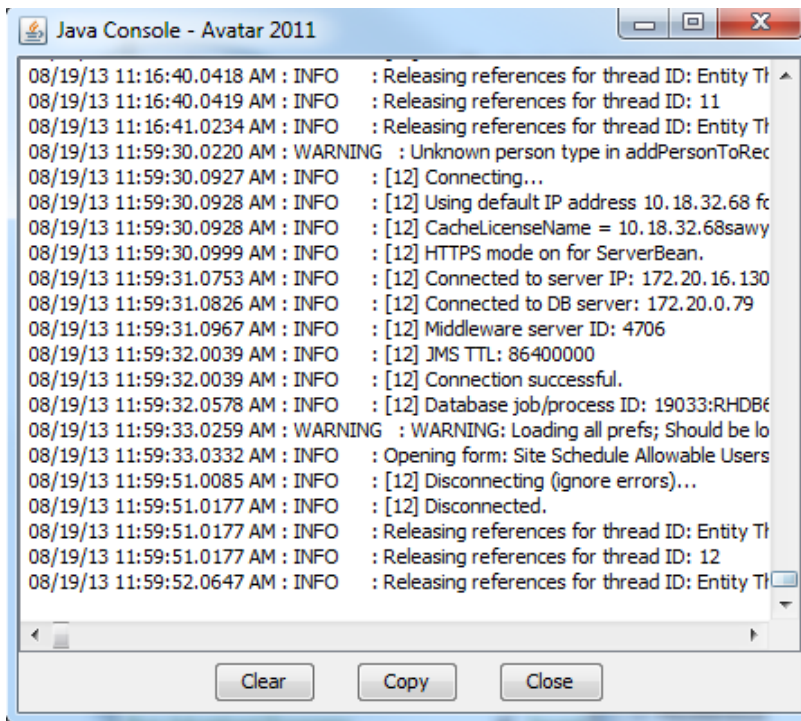
If you have attempted the above and continue to get error messages, do the following:

Reporting Java Errors:

Java provides a “console” for documenting error messages which by default is set to “off”. To turn on this console, go to Start > Control Panel > Java and select the following:



This will cause a console window to open whenever you launch Avatar from a browser. In the event that you are getting an error, you can copy the error message from this console to provide to Avatar@SacCounty.net support which will help us to resolve your problem.

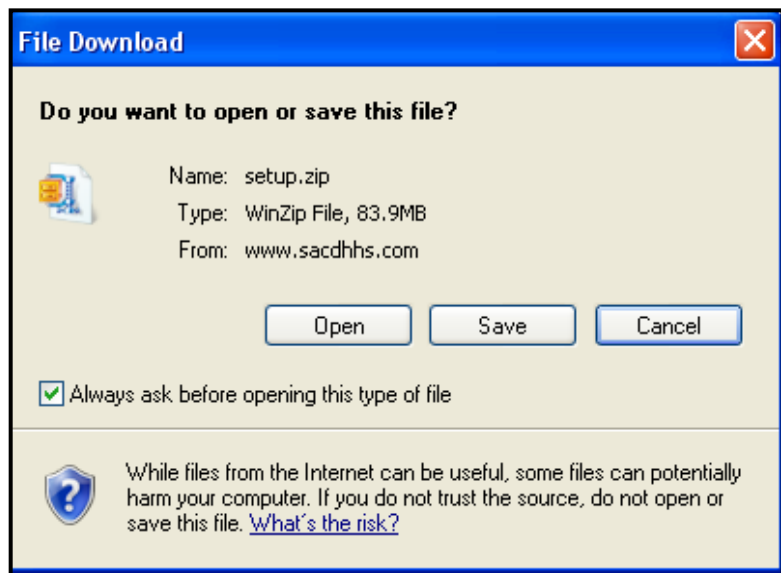


Report Viewer Installation:

The following steps will need to be completed on each computer which runs Avatar reports. **It should be noted that in almost all cases, users must have administrative permissions on the computer to successfully complete each of these steps.**

Go to <http://www.dhs.sacounty.net/BHS/Avatar/Pages/GI-Support.aspx>

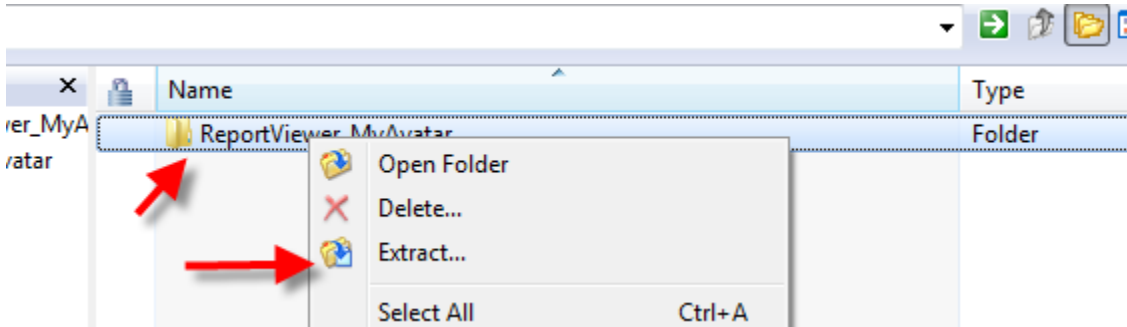
Download the “Report Viewer Install”



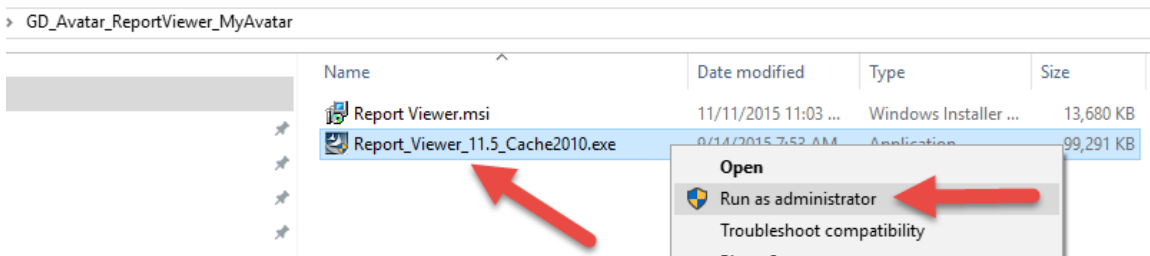
http://www.dhhs.sacounty.net/BHS/Avatar/Documents/GD_Avatar_ReportViewer_MyAvatar.zip

Select “Open” to run on one computer, or you can “Save” it if you will be installing on multiple machines.

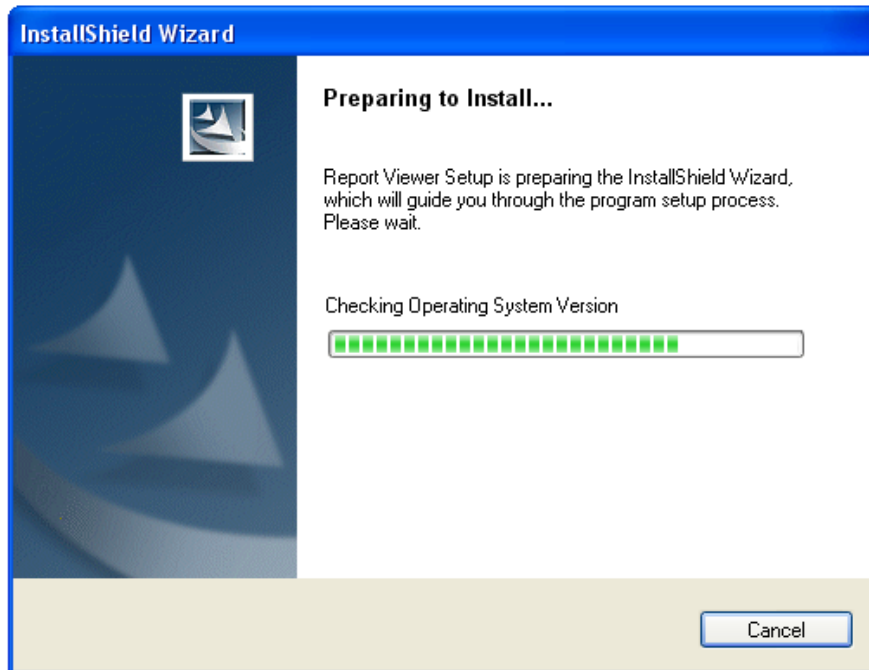
“Open” the ZIP file once it is downloaded and copy or extract the folder inside to your desktop



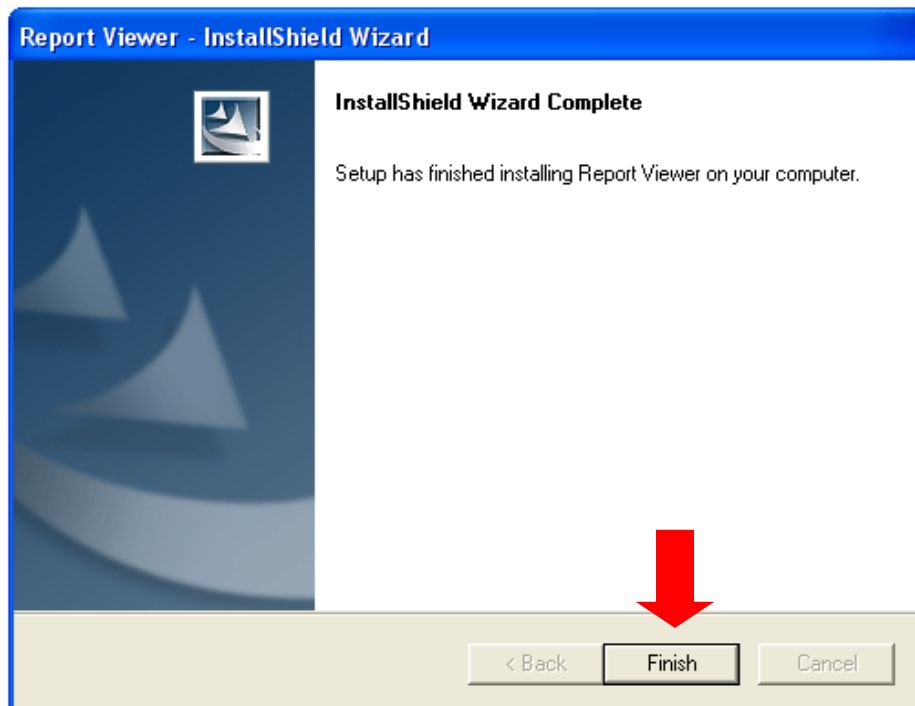
Now open the extracted folder on your desktop, right click on the “.exe” file and choose “Run as Administrator”



Note: The .msi file is being included in this zip in case central IT departments would like to incorporate that into a push. Single install users will use the setup file.



The "Report Viewer" dialog box will begin to install the Report Viewer



Select "Finish"

ODBC Setup:

Unlike previous versions of the report viewer, which required manual modification of ODBC DSNs, this version of the report viewer will correctly create 2 different user DSN records when reports are launched from Avatar. As such, there should be no need to modify the auto-created ODBC connections at any time.

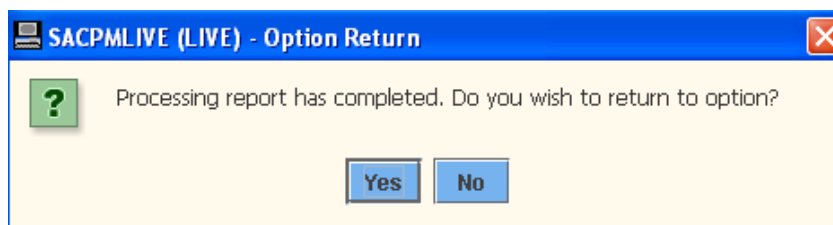
Report Behavior:

When you run an Avatar report that either you have never run before, or which has been updated since the last time you ran it, you will receive the following prompt:



Once you say "OK", a Crystal Viewer window should open and the report should begin to process.

As always, you want to say "YES" to



Security/Firewall Related:

The following ports need to be allowed to the following IP addresses:

IP Range:

Internet:

63.146.165.0/27

68.177.186.0/26

63.146.98.0/24

199.27.234.0/24

23.235.112.0/20

VPN/MPLS:

198.18.0.0/15

Ports:

443

60000-60009

46000-46020

46060-46079

46500, 46501, 46502

Signature Pads:

Instructions for installing the signature pads, as well as the drivers needed can be downloaded on the Avatar site on the same "Support" tab from the Avatar site mentioned on page 2.

It should be noted now that signatures can be gathered now using either a mouse or other machine interface (like a touchscreen) without using the signature pads. This is an individual user setup in Preferences



Common Report Issues:

Typically for reports failing, the issues boil down to a couple things:

1. Wrong ODBC driver altogether (which shouldn't be the case if you have been running reports up to today without a problem)- for this follow the "Report Viewer Installation" section above.
2. Java version problems. Go to start > run > **cmd** and type **java -version**

See the "Java" sections of this document to find out if your version is supported.

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\sawyerj>java -version
java version "1.6.0_14"
Java(TM) SE Runtime Environment (build 1.6.0_14-b08)
Java HotSpot(TM) Client VM (build 14.0-b16, mixed mode, sharing)
```

3. You are saying "No" when the prompt comes up with "Do you want to keep this option open". The answer to that is always "Yes" when you are running reports. (see "Report Behavior" above)
4. The archived copy of the report that you have on your local machine is somehow corrupt. You can delete it by going to :

C:\Documents and Settings\sawyerj\Local Settings\Application Data\Netsmart\CSMRprt

On a Windows 10 machine:

C:\Users\sawyerj\AppData\Local\Netsmart\CSMRprt

And deleting all of the files in there, which will force them to refresh next time you run the report. replace the red with your userID. Note that some of these folders are by default hidden. You can either path directly to the location, or you will have to "show hidden" folders in windows explorer.

5. For some reason, Java now and then gets hung. Typically it is due to another Internet Explorer window process. Regardless, the only viable way to force it to clear is to log off of the computer altogether and back on, which forces it to release.

64 bit machines:

Experience has shown us that our prior use of the 64 bit drivers was problematic. For 64 bit machines now, we

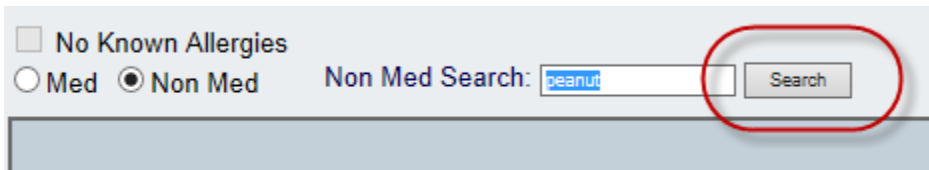
1. Only install the 32 bit driver
2. EDGE is 64 bit only, use IE instead.

OrderConnect Issues:

If your computer has been updated with a version of Internet Explorer beyond IE 9, and you try to launch OrderConnect, you may get a warning to the effect of "you are using an incompatible version of Internet Explorer"

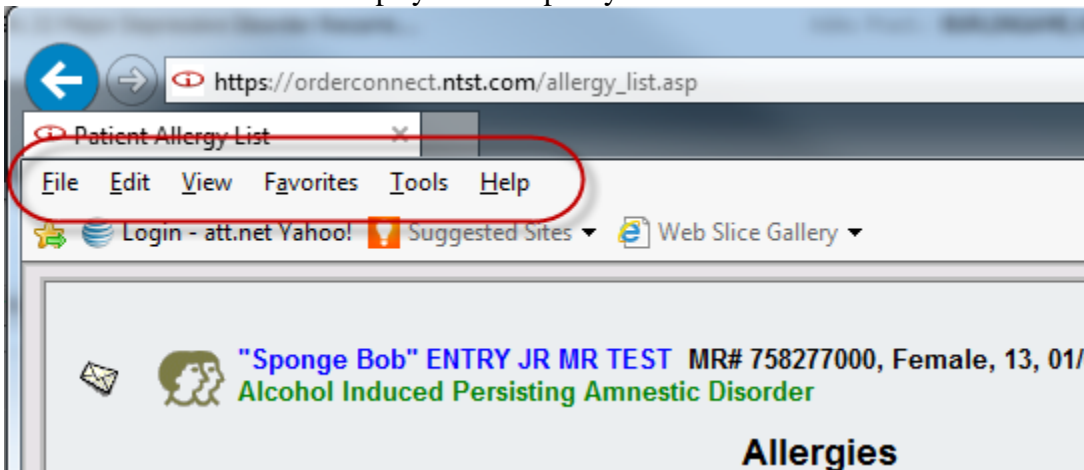


If you have partial compatibility, you may not see that warning, but you may notice that some of the search functions do not process, for example the non med allergy button will not “click”

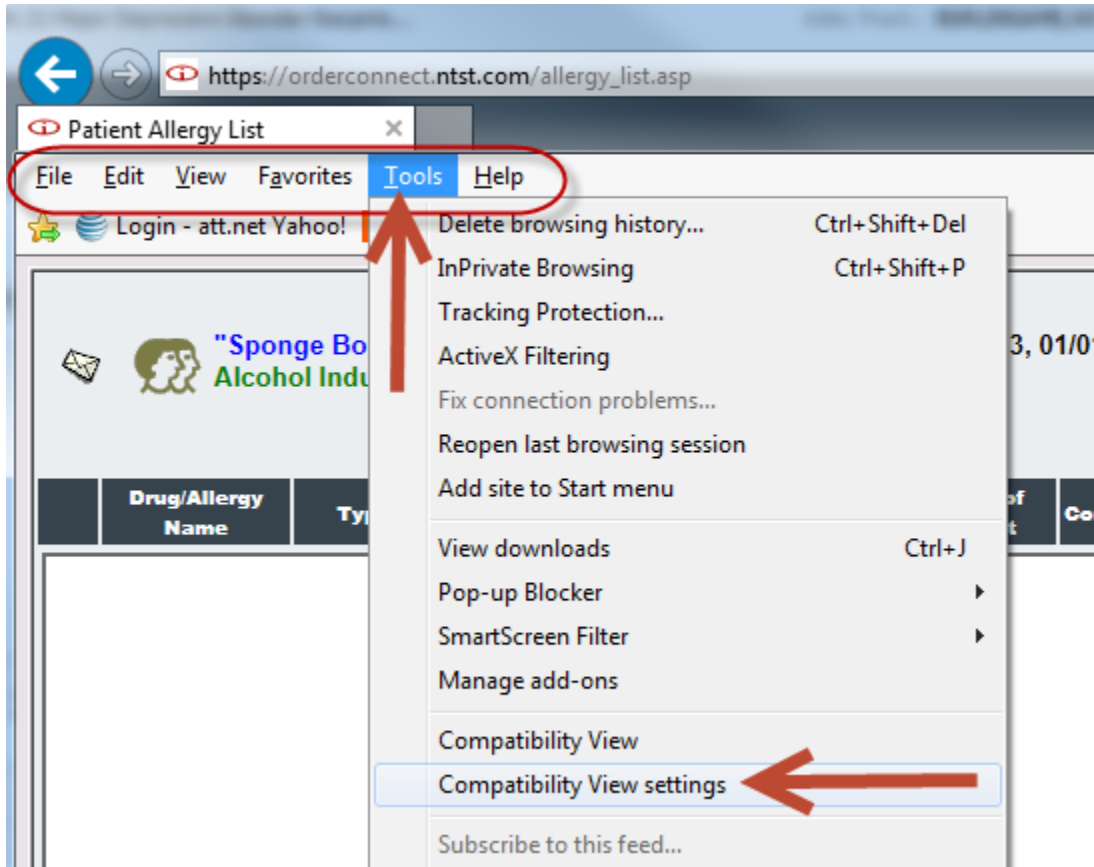


To resolve both of these items, from within any IE browser window, press the “ALT” key which is located next to your space bar.

That will cause a menu to display at the top of your window tab



Click on “Tools” and “Compatibility View settings”



You can either manually add

Infoscriber.com

Ntst.com

To your list of websites

OR

You can put a check mark in the box "Display all websites in Compatibility View"

And then "Close"

